



## LEVEL OF EFFICIENCY OF JAIL PERSONNEL IN THE DELIVERY OF JAIL SERVICES OF THE BUREAU OF JAIL MANAGEMENT AND PENOLOGY (BJMP)

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**Abstract:** *The research was conducted to assess the service delivery of the BJMP in Tuao Cagayan. Specifically, it determined the profile of the respondents, level of efficiency of jail personnel in the service delivery, and problems encountered in the delivery of jail services. The study utilized the descriptive design. Respondents were the jail personnel. A structured questionnaire was used to gather the data and the data were analyzed using frequency counts and percentages while the t-test was used to test the difference between the perceptions of the detainees and BJMP personnel on the level of efficiency in the delivery of jail services by the BJMP. Results of the study revealed that respondents were dominantly male and matured. On the level of the efficiency of personnel on service delivery as perceived by the detainees, findings showed that the BJMP delivers the services along basic needs, health, livelihood, education, sports and recreations services “fairly efficient” contrary to what the BJMP personnel’ perception which was “very efficient”. The common problem identified by the detainees was the lack of basic sports facilities.*

*On the basis of the findings of the study, BJMP jail services were not aptly provided considering the moderate satisfaction of the detainees. Although the delivery of jail services was in conformity with the BJMP manual, there were weaknesses and lapses on the implementation of jail services. In the light of the foregoing findings, the researcher recommended that the agency shall provide more spacious detention facility, BJMP personnel shall strictly implement rules and regulations in the jail, the agency must give appropriate attention to the welfare of prisoners especially their basic needs and needed sports facilities; and dedicated employees of the five pillars of the criminal justice system must be employed in order to help offenders achieve justice. The government must provide job opportunities to all rehabilitated offenders in order to minimize the possibility of*



*committing the same offense after incarceration and BJMP personnel should strengthen areas where they were rated “fairly efficient”.*

**Keywords:** Republic Act 6975, penology, detainees, satisfaction, incarceration, five pillars, BJMP personnel

## **INTRODUCTION**

**Republic Act 6975** known as the Department of Interior and Local Government (DILG) code created one of its departments – the Bureau of Jail Management and Penology (BJMP). It was created replacing its forerunner, the Office of Jail Management and Penology of the defunct Philippine Constabulary / Integrated National Police.

The DILG exercises supervision and control over all district, city and municipal jails. As such, it shall ensure the establishment of secured, clean, adequately equipped and sanitary facilities and provision of quality services for the custody, safekeeping and development of district, city and municipal inmates, any fugitive from justice, or person detained, awaiting or undergoing investigation or trial, and /or transfer to the National Penitentiary, and/or mentally ill person who endangers himself or the safety of others as certified by proper medical or health officer, pending transfer to a mental institution.

At present, our country is confronted with rampant criminality problems of different nature. People of all walks of life are victims of different crimes, and are forced to commit crimes due to poverty is seemed to be the primary cause of these. There are so many factors that may trigger a person to commit crime such as physical appearance/handicap, poverty, influence of peer groups and the like.

Children in some jails are detained in a small (3 meters by 7 meters approx) unventilated concrete cell. There is no window in the cell, and the minors have no access to an electric fan (which many of the adult cells have and which is necessary in the constant oppressive heat). The children's cell is in a block containing over 100 convicted adult prisoners. The same cell is always used to house children regardless of the number in the jail. Reports from adult inmates indicate that the same cell was used for up to 15 children at a time. There are no bedding or basic sanitary items supplied by the jail. There is little effort made to rehabilitate the children who report visits from a social worker on average less than once a month.

It must be cleared out that putting a person in jail does not mean punishing him for the violation he committed but rather to rehabilitate him to become a better person. Prisoners



are psychologically sick people and they need treatment since the purpose of confinement is not much for restriction but for reformation and rehabilitation.

## **STATEMENT OF THE PROBLEM**

This study aimed to assess the LEVEL OF EFFICIENCY OF JAIL PERSONNEL IN THE DELIVERY OF JAIL SERVICES OF THE BUREAU OF JAIL MANAGEMENT AND PENOLOGY (BJMP)

Specifically, it sought to answer the following sub-problems:

1. What is the demographic profile of the respondents in terms of:
  - 1.1 age
  - 1.2 gender
  - 1.3 civil status
  - 1.4 educational attainment
  - 1.5 occupation before being detained
  - 1.6 crime committed (as charged)
  - 1.7 number of years being detained
2. What is the level of efficiency of jail personnel on service delivery as perceived by the detainees and the personnel themselves along?
  - 2.1 provisions for basic needs
  - 2.2 health services
  - 2.3 livelihood services
  - 2.4 educational services
  - 2.5 sports and recreation services
  - 2.6 visitation services
  - 2.7 religious services
3. What is the level of satisfaction on service delivery of the BJMP as perceived by the detainees?
4. Is there a significant difference between the perception of the BJMP personnel and detainees on the efficiency of the jail personnel in the delivery of jail services?
5. What are the problems encountered by the detainees in the delivery of jail services?
6. What measures are proposed to enhance the efficiency of the delivery of jail services?



## METHODOLOGY

This study made use of the descriptive design. According to Shields and Rangarjan (2013), it is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what". The characteristics used to describe the situation or population are usually some kind of categorical scheme also known as descriptive categories.

## RESULTS AND DISCUSSIONS

**Table 1: Frequency and Percentage Distribution of Detainee-Respondents  
According to Age**

Age	Frequency	Percentage
21-25	7	7.8
26-30	13	14.4
31-35	10	11.1
36-40	14	15.6
41-45	15	16.7
46-50	14	15.6
51-55	5	5.6
56-60	7	7.8
61-65	4	4.4
66-70	1	1.1
Total	96	100

As presented in table 1, reflects the frequency and percentage distribution of detainee-respondents according to age. There are 15 or a percentage of 16.7 of the respondents belong to this age bracket which implies that respondents are matured enough to know the after effect of their acts whenever they violate laws whereas the lowest frequency of 1 or a percentage of 1.1 belonged to the age bracket of 66-70 years old which implies that few of the senior citizens are involved in the commission of crime with a mean age of 36.27.

**Table 2 Frequency and Percentage Distribution of Detainee-Respondents  
According to Gender**

Gender	Frequency	Percentage
Male	95	99
Female	1	1
Total	96	100

Table 2 presents the frequency and percentage distribution of detainee-respondents according to gender. As reflected in the table, 95 or 99 percent of the respondents are



males. This implies that males are prone to commit crimes than females for they stay outside the home most of the time and mingle with friends and acquaintances. Females are expected to stay home most of the time.

**Table 3 Frequency and Percentage Distribution of Detainee-Respondents According to Civil Status**

Civil Status	Frequency	Percentage
Single	32	33.3
Married	62	64.58
Widower	2	2.08
Total	96	100

Data in table 3 show the frequency and percentage distribution of detainee-respondents according to civil status. Majority of the respondents (62 or 64.58% are married, 32 or 33.3% are single and only 2 are widower. The data implies that married people are more susceptible to commit crimes than females due to various family related problems.

**Table 4 Frequency and Percentage Distribution of Detainee-Respondents According to Highest Educational Attainment**

Highest Educational Attainment	Frequency	Percentage
Elementary Undergraduate	30	31.25
Elementary Graduate	17	17.7
High School Undergraduate	16	16.7
High School Graduate	9	9.4
College Undergraduate	15	15.6
College Graduate	7	7.3
With Post Graduate studies	2	2.1
Total	96	100

Table 4 presents the frequency and percentage distribution of detainee-respondents according to highest educational attainment. The table shows that there are 30 or 31.35% of the respondents who are elementary undergraduate while there are 17 or 17.7 % are elementary graduates. It should be noted however that there are 24 respondents who either have gone to college, graduated in college and some have undergone post graduate studies. Those findings would show that relatively all the respondents are literate and would know the consequences of their acts.



**Table 5 Frequency and Percentage Distribution of Detainee-Respondents According to  
Occupation before Detention**

<b>Occupation Before Detention</b>	<b>Frequency</b>	<b>Percentage</b>
Contractual Status	82	85.4
Permanent Status	14	14.6
Total	96	100

Detainees prior to their detention were employed on a contractual or permanent status (Table 5). Majority have been on a contractual status and some on a permanent status. The data imply that most of the detainee-respondents have been working without security of tenure and are having no fix income before their detention.

**Table 6 Frequency and Percentage Distribution of Detainee-Respondents According to  
Crime Committed (as charged)**

<b>Crime Committed (as charged)</b>	<b>Frequency</b>	<b>Percentage</b>
Against RPC	71	74.0
Against Special Laws	25	26.0
Total	96	100

As gleaned from table 6, it presents the frequency and percentage distribution of detainee-respondents according to crime committed as charged. A frequency of 71 or 74 percent of the detainee-respondents were charged against the Revised Penal Code (RPC) while there are 25 or 26 percent have violated provisions of special laws. The data imply that most of the detainees have violated various provisions of the Revised Penal Code which implies further that most of the respondents are not familiar of the different provisions of laws

**Table 7 Frequency and Percentage Distribution of Detainee-Respondents According to the  
Number of Years Being Detained**

<b>Number of years being detained</b>	<b>Frequency</b>	<b>Percentage</b>
1-2 years	41	42.8
3-4 years	31	33.3
5-6 years	24	25.0
Total	96	100

Table 7 presents the frequency and percentage distribution of detainee-respondents according to number of years being detained. There are 41 or a percentage of 42.8 respondents are detained in jail for almost 2 years, 31 or a percentage of 33.33 were



detained for at least 3 to 4 years. The data imply that respondents are staying in jail and it reflects the slow movement of their cases in court.

**Table 8 Frequency and Percentage Distribution of Personnel-Respondents According to Age**

Age	Frequency	Percentage
25-30	5	22.7
31-35	3	13.6
36-40	8	36.40
41-45	4	18.2
46-50	1	4.5
51-55	1	4.5
Total	22	100

The frequency and percentage distribution of personnel-respondents according to age is presented in Table 8. There are 8 or a percentage of 36.40 of the respondents belong to this age bracket which implies that respondents have been with the service for quite some time and expected to know how to perform well their duties and responsibilities with a mean age of 39. 87 which implies that most of the respondents are of matured ages.

**Table 9 Frequency and Percentage Distribution of Personnel—Respondents According to Gender**

Gender	Frequency	Percentage
Male	17	77.3
Female	5	22.7
Total	96	100

Table 9 presents the frequency and percentage distribution of personnel-respondents according to gender. The table shows a frequency of 17 or 77.3 percent of the respondents are male. This implies that the bureau is a male dominated work and as mandated by law on the recruitment quota for only twenty (20) percent of the total quota is allowable.

**Table 10 Frequency and Percentage Distribution of Personnel –Respondents According to Civil Status**

Civil Status	Frequency	Percentage
Single	3	13.6
Married	19	86.4
Total	96	100

The frequency and percentage distribution of personnel-respondents according to civil status is shown in Table 10 with 19 or 86.4 percent of the respondents are married.



**Table 11 Frequency and Percentage Distribution of Personnel-Respondents According to  
Highest Educational Attainment**

Highest Educational Attainment	Frequency	Percentage
College Graduate	21	95.5
Master's Degree Holder	1	4.5
Total	96	100

The data on the frequency and percentage distribution of personnel-respondents according to highest educational attainment is presented in Table 11. The table shows that there are 21 or 95.5 percent of the respondents are college degree holder. The data implies that most of them are compliant with the minimum entry requirements prescribed by law.

**Table 12 Frequency and Percentage Distribution of Personnel –Respondents According to  
Eligibility**

Eligibility	Frequency	Percentage
PRC / Board	15	68.2
CSC	4	18.2
Others	3	13.6
Total	22	100

Table 12 presents the frequency and percentage distribution of personnel-respondents according to eligibility. As seen from the table, a frequency of 15 or 68.2 percent of the personnel-respondents have passed the board examination of their respective courses whereas a frequency of 4 or 13.6 have passed the civil service examination. The data imply that most of the personnel-respondents possessed the minimum entry requirement prescribed by law.

**Table 13 Frequency and Percentage Distribution of Personnel –Respondents According to  
Religion**

Religion	Frequency	Percentage
Roman Catholic	21	95.5
Protestant	1	4.5
Total	22	100

As gleaned from table 13, it presents the frequency and percentage distribution of personnel-respondents according to religion. A frequency of 21 or 95.5 percent of the personnel -respondents are Roman Catholics. Their spiritual belief influenced their being





kind and considerate to the plight of the detainees.

**Table 14 Frequency and Percentage Distribution of Personnel –Respondents According to Rank**

Rank	Frequency	Percentage
JOI-JOIII	21	95.5
JI-JCI	1	4.5
Total	22	100

As gleaned from table 14, it presents the frequency and percentage distribution of personnel-respondents according to rank. A frequency of 21 or 95.5 percent of the personnel-respondents have a rank of JOI-JOIII with one officer carrying the rank of JI-JCI. This implies that most of the personnel are non-commissioned officers lead by a commissioned officer.

**Table 15 Frequency and Percentage Distribution of Personnel -Respondents According to Designation**

Designation	Frequency	Percentage
Warden	1	4.5
Assistant Warden	1	4.5
Administrative Officer	1	4.5
Investigation Officer	1	4.5
Records Officers	1	4.5
Supply & Admin Officer	1	4.5
Others	16	72.7
Total	22	100

Table 15 presents the frequency and percentage distribution of personnel-respondents according to designation. Majority of the respondents are duty officers with a frequency of 16 or 72.7 percent. The data implies that most of the respondents are performing various tasks as assigned by their superiors.

**Table 16 Frequency and Percentage Distribution of Personnel –Respondents According to Number of Years in the Service**

Number of Years in the Service	Frequency	Percentage
1-5 years	5	22.7
11-15 years	9	40.9
21-25 years	4	18.2
26 years and above	4	18.2
Total	22	100



As gleaned from table 16, it presents the frequency and percentage distribution of personnel-respondents according to number of years in the service. A frequency of 9 or 40.9 percent of the respondents have been in the service for quite some time whereas a frequency of 5 or 22.7 percent are just new in the service.

**Table 2a Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Provision of Basic Needs as Perceived by the Detainees**

Provision of Basic Needs	Weighted Mean	Adjectival Value
1. Prepares balance diet for regular meals	2.24	Fairly Efficient
2. Issues detainees' uniforms	2.40	Fairly Efficient
3. Assigns bedding inside cells	2.41	Fairly Efficient
4. Cleans cells and its surroundings	2.80	Moderately Efficient
5. Controls the number of detainees staying in one cell	2.80	Moderately Efficient
<b>Overall Weighted Mean</b>	<b>2.53</b>	Fairly Efficient

The mean distribution on the level of efficiency of personnel in the delivery of jail services along provision of basic needs as perceived by the detainees is reflected in Table 2a. The detainees rated two items "Cleans cells and its surroundings" and "Controls the number of detainees staying in one cell" as "moderately efficient" whereas three items "Prepares balance diet for regular meals", "Issues detainees' uniforms" and "Assigns bedding inside cells" as "fairly efficient" with an overall weighted mean of 2.53 or "fairly efficient" which imply that the detainee-respondents rated the efficiency of personnel on the delivery of jail services along provision of basic needs as efficient.

**Table 2b Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Health Services as Perceived by the Detainees**

Health Services	Weighted Mean	Adjectival Value
1. Offers various health services inside jail premises	2.34	Fairly Efficient
2. Avails services of resident doctor/nurse all times	2.22	Fairly Efficient
3. Makes sure medicines readily available	2.38	Fairly Efficient
4. Attends to illnesses immediately	2.52	Fairly Efficient
5. Recommends the services of other hospitals for further treatment	2.31	Fairly Efficient
<b>Overall Weighted Mean</b>	<b>2.35</b>	Fairly Efficient

Table 2b presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along health services as perceived by the detainees. The detainees rated all the items as "fairly efficient" with an overall weighted mean of 2.35 or "fairly



efficient” which imply that the detainee-respondents are observant on the manner the personnel perform their functions in the delivery of jail services along health services. Furthermore, the personnel have some lapses and weaknesses as BJMP personnel.

**Table 2c Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Livelihood Services as Perceived by the Detainees**

Livelihood Services	Weighted Mean	Adjectival Value
1. Conducts skill screening to detainees	2.29	Fairly Efficient
2. Encourages detainees participation on livelihood activities	2.34	Fairly Efficient
3. Encourages profit-sharing	2.34	Fairly Efficient
4. Conducts closed supervision on detainees participation on workshop activities	2.58	Fairly Efficient
5. Trains detainees to become self-reliant upon release	2.27	Fairly Efficient
<b>Overall Weighted Mean</b>	<b>2.36</b>	Fairly Efficient

The mean distribution on the level of efficiency of personnel in the delivery of jail services along livelihood services as perceived by the detainees is shown in Table 2c. The detainees rated all the items as “fairly efficient” with an overall weighted mean of 2.36 or “fairly efficient” which imply that the detainee-respondents do not perform activities during their stay in the cell. Their potentials and skills are not developed and tapped so that somehow while in detention, they could earn meager income.

**Table 2d Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Education Services as Perceived by the Detainees**

Education Services	Weighted Mean	Adjectival Value
1. Screens detainees’ highest educational attainment for proper placement	2.29	Fairly Efficient
2. Encourages detainees maximum participation on modular classes and the like	2.31	Fairly Efficient
3. Encourages school group learning activities	2.26	Fairly Efficient
4. Monitors and closely supervising detainees participation for possible promotion to the next higher level of learning	2.58	Fairly Efficient
5. Gives certificate of completion and like to encourage and motivate detainees	2.10	Fairly Efficient
<b>Overall Weighted Mean</b>	<b>2.30</b>	Fairly Efficient

Table 2d reflects the mean distribution on the level of efficiency of personnel in the delivery of jail services along education services as perceived by the detainees. The detainees rated



all the items as “fairly efficient” with an overall weighted mean of 2.30 or “fairly efficient” which imply that BJMP personnel do not take the initiative of having reformatory approach by way of educating them on matters that would transform them to become better citizens of the society after they shall be released from detention.

**Table 2e Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Sports and Recreation Services as Perceived by the Detainees**

Sports and Recreation Services	Weighted Mean	Adjectival Value
1. Provides basic facilities	2.26	Fairly Efficient
2. Encouraging detainees’ maximum participation on sports and recreation activities for a healthy body	2.24	Fairly Efficient
3. Encourages detainees to observe a culture of camaraderie and sportsmanship	2.35	Fairly Efficient
4. Monitors and closely supervising detainees’ participation on various sports and recreational activities	2.67	Moderately Efficient
5. Gives recognition on detainees’ good performances / achievements	2.32	Fairly Efficient
<b>Overall Weighted Mean</b>	<b>2.36</b>	Fairly Efficient

Table 2e shows the mean distribution on the level of efficiency of personnel in the delivery of jail services along sports and recreation services as perceived by the detainees. The detainees rated “Monitors and closely supervising detainees’ participation on various sports and recreational activities” as “Moderately efficient” where most of the items as “fairly efficient” with an overall weighted mean of 2.36 or “fairly efficient” which imply that the detainee-respondents rated the efficiency of personnel on the delivery of jail services along sports and recreation services are weak. While in detention physical development is necessary to ease their pressure and boredom while in detention.

**Table 2f Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Visitation Services as Perceived by the Detainees**

Visitation Services	Weighted Mean	Adjectival Value
1. Programs properly visitation schedule	4.42	Very Efficient
2. Posts visitation schedule is in strategic area	4.49	Very Efficient
3. Informs verbally detainees on visitation schedule	4.49	Very Efficient
4. Implements strictly visitation schedule	4.37	Very Efficient
5. Implements strictly visitation rules and regulations	4.55	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.46</b>	Very Efficient



Table 2f presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along visitation services as perceived by the detainees. Majority of the respondents rated the BJMP personnel “very efficient” in posting visitation schedule in strategic area and inform verbally detainees on visitation schedule, and implement strictly visitation rules and regulations with weighted means of 4.49, 4.49 and 4.55 respectively.

An overall mean of 4.46 further indicates the rules and regulations, procedures are strictly followed very efficiently. In an interview with the detainees, it was mentioned that they are given the chance to see their families while in detention, and indication that BJMP personnel are very considerate and humane.

**Table 2g Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Religious Services as Perceived by the Detainees**

Religious Services	Weighted Mean	Adjectival Value
1. Allows detainees to worship their creator	4.31	Very Efficient
2. Gives enough time to join bible studies	4.39	Very Efficient
3. Provides a place to observe time of worship	4.34	Very Efficient
4. Celebrates regularly the holy mass	4.26	Very Efficient
5. Conducts bible studies / sharing that affect detainees’ lives	4.45	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.35</b>	Very Efficient

Table 2g presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along religious services as perceived by the detainees. As part of the spiritual development of the detainees, religious services are enforced “very efficiently” in the cell with an overall mean of 4.35.

It can be inferred that services as mandated by law should develop the totality of the detainees morally, physically, mentally and spiritually. This could be a way by which the detainees are given the chance to repent what they have committed and develop in them the “Fear in God” as the final judge in the destiny of mankind.

**Table 2h Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Provision of Basic Needs as Perceived by the Jail Personnel**

Provision of Basic Needs	Weighted Mean	Adjectival Value
1. Prepares balance diet for regular meals	4.77	Very Efficient
2. Issues detainees’ uniforms	4.59	Very Efficient
3. Assigns bedding inside cells	4.64	Very Efficient



4. Cleans cells and its surroundings	4.82	Very Efficient
5. Controls the number of detainees staying in one cell	4.64	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.69</b>	Very Efficient

Table 2h presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along provision of basic needs. As shown on the table, personnel rated item number 4 “Cleans cells and its surroundings” as the highest with a weighted mean of 4.82 or “Very Efficient” which implies that respondents made sure that cells are clean including its surroundings whereas the lowest rated item is item number 2 “Issues detainees’ uniforms” with a weighted mean of 4.59 or “Very Efficient” which implies that respondents issue detainees’ uniforms. The overall weighted mean of 4.69 implies that respondents are very efficient in the delivery of jail services along provision of basic needs.

**Table 2i Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Health Services as Perceived by the Jail Personnel**

Health Services	Weighted Mean	Adjectival Value
1. Offers various health services inside jail premises	4.86	Very Efficient
2. Avails services of resident doctor/nurse a all times	4.68	Very Efficient
3. Makes sure medicines readily available	4.64	Very Efficient
4. Attends to illnesses immediately	4.86	Very Efficient
5. Recommends the services of other hospitals for further treatment	4.64	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.73</b>	Very Efficient

Table 2i presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along health services. As shown on the table, personnel rated items numbers 1 “Offers various health services inside jail premises” and 4 “Attends to illnesses immediately” as the highest with a weighted mean of 4.86 respectively or “Very Efficient” which imply that respondents deliver various health services and attend to illnesses immediately whereas the lowest rated items are item numbers 3 “Makes sure medicines readily available” and 5 “Recommends the services of other hospitals for further treatment” with a weighted mean of 4.64 or “Very Efficient” which imply that respondents made sure that medicines are readily available and recommend the services of other hospitals for further treatment. The overall weighted mean of 4.73 implies that respondents are very efficient in the delivery of jail services along health services.



**Table 2j Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail  
Services along Livelihood Services as Perceived by the Jail Personnel**

<b>Livelihood Services</b>	<b>Weighted Mean</b>	<b>Adjectival Value</b>
1. Conducts skill screening to detainees	4.86	Very Efficient
2. Encourages detainees participation on livelihood activities	4.91	Very Efficient
3. Encourages profit-sharing	4.82	Very Efficient
4. Conducts closed supervision on detainees participation on workshop activities	4.95	Very Efficient
5. Trains detainees to become self-reliant upon release	4.86	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.88</b>	Very Efficient

Table 2j presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along livelihood services. As shown on the table, personnel rated item number 4 “Conducts closed supervision on detainees participation on workshop activities” as the highest with a weighted mean of 4.95 or “Very Efficient” which implies that respondents conducts closed supervision on detainees’ participation on workshop activities whereas the lowest rated item is number 3 “Encourages profit-sharing” with a weighted mean of 4.82 or “Very Efficient” which implies that respondents encourages profit-sharing. The overall weighted mean of 4.88 implies that respondents are very efficient in the delivery of jail services along livelihood services.

**Table 2k Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail  
Services along Education Services as Perceived by the Jail Personnel**

<b>Education Services</b>	<b>Weighted Mean</b>	<b>Adjectival Value</b>
1. Screens detainees’ highest educational attainment for proper placement	4.73	Very Efficient
2. Encourages detainees maximum participation on modular classes and the like	4.86	Very Efficient
3. Encourages school group learning activities	4.82	Very Efficient
4. Monitors and closely supervising detainees participation for possible promotion to the next higher level of learning	4.82	Very Efficient
5. Gives certificate of completion and like to encourage and motivate detainees	4.86	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.81</b>	Very Efficient

Table 2k presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along education services. As shown on the table, personnel rated



items numbers 2 “Encourages detainees maximum participation on modular classes and the like” and 5 “Gives certificate of completion and like to encourage and motivate detainees” as the highest with a weighted mean of 4.86 respectively or “Very Efficient” which imply that respondents encourage detainees maximum participation on modular classes and the like and give certificate of completion and like to encourage and motivate detainees whereas the lowest rated item is number 1 “Screens detainees’ highest educational attainment for proper placement” with a weighted mean of 4.73 or “Very Efficient” which implies that respondents screens detainees’ highest educational attainment for proper placement. The overall weighted mean of 4.81 implies that respondents are very efficient in the delivery of jail services along education services.

**Table 2l Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Sports and Recreation Services as Perceived by the Jail Personnel**

<b>Sports and Recreation Services</b>	<b>Weighted Mean</b>	<b>Adjectival Value</b>
1. Provides basic facilities	4.73	Very Efficient
2. Encouraging detainees’ maximum participation on sports and recreation activities for a healthy body	4.91	Very Efficient
3. Encourages detainees to observe a culture of camaraderie and sportsmanship	4.95	Very Efficient
4. Monitors and closely supervising detainees’ participation on various sports and recreational activities	4.95	Very Efficient
5. Gives recognition on detainees’ good performances / achievements	4.95	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.89</b>	Very Efficient

Table 2l presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along sports and recreation services. As shown on the table, personnel rated item number 3 “Encourages detainees to observe a culture of camaraderie and sportsmanship”, number 4 “Monitors and closely supervising detainees’ participation on various sports and recreational activities” and number 5 “Gives recognition on detainees’ good performances / achievements” as the highest with a weighted mean of 4.95 respectively or “Very Efficient” which imply that respondents encourages detainees to observe a culture of camaraderie and sportsmanship, monitors and closely supervising detainees’ participation on various sports and recreational activities and gives recognition on detainees’ good performances / achievements whereas the lowest rated item is number





1 “Provides basic facilities” with a weighted mean of 4.73 or “Very Efficient” which implies that respondents provides basic facilities. The overall weighted mean of 4.89 implies that respondents are very efficient in the delivery of jail services along sports and recreation services.

**Table 2m Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Visitation Services as Perceived by the Jail Personnel**

Visitation Services	Weighted Mean	Adjectival Value
1. Programs properly visitation schedule	4.91	Very Efficient
2. Posts visitation schedule is in strategic area	4.82	Very Efficient
3. Informs verbally detainees on visitation schedule	4.91	Very Efficient
4. Implements strictly visitation schedule	4.95	Very Efficient
5. Implements strictly visitation rules and regulations	4.95	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.90</b>	Very Efficient

Table 2m presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along visitation services. As shown on the table, personnel rated item number 4 “Implements strictly visitation schedule” and item number 5 “Implements strictly visitation rules and regulations” as the highest with a weighted mean of 4.95 respectively or “Very Efficient” which imply that respondents implements strictly visitation schedule, rules and regulations whereas the lowest rated item is number 2 “Posts visitation schedule is in strategic area” with a weighted mean of 4.82 or “Very Efficient” which implies that respondents posts visitation schedule is in strategic area. The overall weighted mean of 4.90 implies that respondents are very efficient in the delivery of jail services along visitation services.

**Table 2n Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Paralegal Services as Perceived by the Jail Personnel**

Paralegal Services	Weighted Mean	Adjectival Value
1. Provides free legal assistance	4.82	Very Efficient
2. Gives options to choose detainee’s own legal counsel	4.82	Very Efficient
3. Extends readily available legal assistance when requested	4.86	Very Efficient
4. Gives flexible visitation time to counsel for detainee/client	4.86	Very Efficient
5. Gives privacy to counsel and detainee during meeting/visit	4.91	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.85</b>	Very Efficient



Table 2n presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along paralegal services. As shown on the table, personnel rated item number 5 “Gives privacy to counsel and detainee during meeting/ visit” as the highest with a weighted mean of 4.91 or “Very Efficient” which implies that respondents gives privacy to counsel and detainee during meeting/ visit whereas the lowest rated items are numbers 1 “Provides free legal assistance” and 2 “Gives options to choose detainee’s own legal counsel” with a weighted mean of 4.82 or “Very Efficient” which implies that respondents provides free legal assistance and gives options to choose detainee’s own legal counsel. The overall weighted mean of 4.85 implies that respondents are very efficient in the delivery of jail services along paralegal services.

**Table 2o Mean Distribution on the Level of Efficiency of Personnel on the Delivery of Jail Services along Religious Services as Perceived by the Jail Personnel**

Religious Services	Weighted Mean	Adjectival Value
1. Allows detainees to worship their creator	4.95	Very Efficient
2. Gives enough time to join bible studies	4.95	Very Efficient
3. Provides a place to observe time of worship	4.95	Very Efficient
4. Celebrates regularly the holy mass	4.82	Very Efficient
5. Conducts bible studies / sharing that affect detainees’ lives	4.92	Very Efficient
<b>Overall Weighted Mean</b>	<b>4.89</b>	Very Efficient

Table 2o presents the mean distribution on the level of efficiency of personnel in the delivery of jail services along religious services. As shown on the table, personnel rated item number 1 “Allows detainees to worship their creator” , item number 2 “Gives enough time to join bible studies” and item number 3 “Provides a place to observe time of worship” as the highest with a weighted mean of 4.95 or “Very Efficient” which imply that respondents allow detainees to worship their creator, given enough time to join bible studies and provide a place to observe time of worship whereas the lowest rated item is number 4 “Celebrates regularly the holy mass” with a weighted mean of 4.82 or “Very Efficient” which implies that respondents celebrates regularly the holy mass. The overall weighted mean of 4.89 implies that respondents are very efficient in the delivery of jail services along religious services.



**Table 2p T-Test Analysis on Difference on the Perception of the Two Groups of Respondents on the Level of Efficiency of the BJMP Personnel on the Delivery of Jail Services**

Respondents	Mean	SD	df	Pooled Variance	t-value	P-value
Personnel	193.45	8.43	110	347.824	20.58	1.64E-39
Detainees	102.18	20.33				

Table 2p presents the t-test analysis on the difference in the perception of the two groups of respondents on the level of efficiency of the BJMP personnel on the delivery of jail services. The t-value of 20.58 shows that there exists highly significant difference in their perceptions. This implies that their perception of the detainees is not in conformity with what the personnel who reflected their efficiency very high.

**Table 2q Relationship between the Level of Satisfaction and Profile Variables**

Services	Age	Gender	Civil Status	Highest Educational Attainment	Occupation Before Detention	Crime Committed	Number of Years Being Detained
Provision of Basic Needs	-,024	-,049	-,166	-,177	-,018	,225*	,022
Health Services	,003	,007	-,047	-,127	-,037	,157	-,014
Livelihood Services	,039	,037	,075	-,019	,104	,106	-,057
Education Services	-,004	,003	-,047	-,067	-,012	,146	,008
Sports and Recreation	,086	-,027	,075	,007	-,006	,056	,059
Visitation Services	-,040	-,060	-,047	,107	,053	,153	,040
Paralegal Services	,110	,032	,011	,069	,115	,089	-,130
Religious Services	,023	-,046	,007	,026	,197	,026	-,068

<± ,207 critical value of .05

Table 2q presents the relationship between the level of satisfaction and profile variables. Correlation regression indicates that all profile variables are not significantly related with their perception on the level of satisfaction in the delivery of jail services by the BJMP personnel except the crime committed which significantly related to their perception – the provision of basic needs. It can be deduced from the findings that detainees with different crimes committed may not be treated equally as compared with other detainees who are detained of light to moderate offenses.



**Table 2r Problems Encountered by the Detainee-Respondents in the Delivery of Jail  
Services**

<b>Provisions for Basic Needs</b>	Frequency	Percentage
Lack of balance diet for regular meals	43	47.77
Congestion of bedding inside cells	29	32.22
Lack of proper maintenance of cells and its surroundings	31	34.44
<b>Health Services</b>		
Unavailability of resident doctor/nurse	22	24.44
Scarcity of medicines	36	40
Illnesses are not immediately attended to	25	27.77
<b>Livelihood Services</b>		
Lack of skill screening to detainees	21	23.33
No profit-sharing among the detainees	25	27.77
Lack of close supervision on detainees participation on workshop activities	37	41.11
<b>Educational Services</b>		
No screening for proper placement	22	24.44
No small group learning activities	14	15.55
Lack of proper supervision for possible promotion to the next higher level of learning	10	11.11
<b>Sports and Recreation Services</b>		
Lack of basic sports facilities	57	63.33
Less detainees' participation on sports and recreation activities for a healthy body	34	37.77
No recognition on detainees' good performances / achievements	12	13.33
<b>Visitation Services</b>		
No proper visitation schedule	21	23.33
Lack proper dissemination of visitation schedule	14	15.55
Crowded receiving area due to non-implementation of rules and regulations	7	7.77
<b>Paralegal Services</b>		
No provision of free legal assistance	36	40
No available legal assistance when requested	22	24.44
No privacy to counsel and detainee during meeting/ visit	18	20
<b>Religious Services</b>		
Limited time to join bible studies	24	26.66
Non-provision of a place to observe time of worship	31	34.44
Irregular celebration of the holy mass	39	43.33

Table 2r presents the problems encountered by the detainee-respondents in the delivery of jail services. It is revealed that there are 43 or a percentage of 47.77 felt the "Lack of a balance diet for regular meals" along provision of basic needs, 36 or a percentage of 40 of the respondents have observed the "scarcity of medicines" inside the jail along health



services, 37 or a percentage of 41.11 of the respondents have observed the “Lack of close supervision on detainees’ participation on workshop activities” along livelihood services. In education services, there are 22 or a percentage of 24.44 of the respondents have observed that “no screening for proper placement” whereas in sports and recreation services, 57 or a percentage of 63.33 have felt the “lack of basic sports facilities” while in visitation services, there are 21 or a percentage of 23.33 of the respondents have felt that there is “no proper visitation schedule”. In paralegal services, 36 or a percentage of 40 have felt “no provision of free legal assistance” extended to the detainees inside the jail while there are 39 or a percentage of 43.33 have felt the “irregular celebration of holy mass”. The data revealed that the problem most encountered by the respondents in terms of the delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 57 or a percentage of 63.33 which imply that they need to be provided with these facilities in order to have some activities during their athletics time to release boredom, to develop a healthy body and develop sportsmanship and camaraderie among themselves.

**Table 2s Problems Encountered by Personnel-Respondents in the Delivery of Jail Services**

Provisions for Basic Needs	Frequency	Percentage
Lack of balance diet for regular meals	11	50
Congestion of bedding inside cells	5	22.72
Lack of proper maintenance of cells and its surroundings	5	22.72
Health Services		
Unavailability of resident doctor/nurse	6	27.27
Scarcity of medicines	7	31.81
Illnesses are not immediately attended to	5	22.72
Livelihood Services		
Lack of skill screening to detainees	4	18.18
No profit-sharing among the detainees	8	36.36
Lack of closed supervision on detainees participation on workshop activities	4	18.18
Educational Services		
No screening for proper placement	7	31.81
No small group learning activities	4	18.18
Lack of proper supervision for possible promotion to the next higher level of learning	6	27.27
Sports and Recreation Services		
Lack of basic sports facilities	12	54.54
Less detainees’ participation on sports and recreation activities for a healthy body	9	40.90
No recognition on detainees’ good performances /	6	27.27



achievements		
Visitation Services		
No proper visitation schedule	7	31.81
Lack proper dissemination of visitation schedule	5	22.72
Crowded receiving area due to non-implementation of rules and regulations	8	36.36
Paralegal Services		
No provision of free legal assistance	7	31.81
No available legal assistance when requested	9	40.90
No privacy to counsel and detainee during meeting/ visit	5	22.72
Religious Services		
Limited time to join bible studies	8	36.36
Non-provision of a place to observe time of worship	9	40.90
Irregular celebration of the holy mass	10	45.45

Table 2s presents the problems encountered by the personnel-respondents in the delivery of jail services. It is revealed that there are 11 or a percentage of 50 observed on the “Lack of a balance diet for regular meals” along provision of basic needs, 7 or a percentage of 31.81 of the respondents have observed the “scarcity of medicines” inside the jail along health services, 8 or a percentage of 36.36 of the respondents have observed that “No profit-sharing among the detainees” along livelihood services. In education services, there are 7 or a percentage of 31.81 of the respondents have observed that “no screening for proper placement” whereas in sports and recreation services, 12 or a percentage of 54.54 have felt the “lack of basic sports facilities” while in visitation services, there are 8 or a percentage of 36.36 of the respondents have observed the “crowded receiving area due to non-implementation of rules and regulations”. In paralegal services, 9 or a percentage of 40.90 have felt that “No available legal assistance when requested” extended to the detainees inside the jail while there are 10 or a percentage of 45.55 have felt the “irregular celebration of holy mass”. The data revealed that the problem most encountered by the respondents in terms of the efficient delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 12 or a percentage of 54.54 which imply that there is a need for bureau to provide these facilities in order to give chance for the detainees to develop and discover their talents and skills, for them to divert their attention so they will release boredom, for them to relax after participating in different scheduled works inside the jail and to develop camaraderie and sportsmanship among detainees.



**Table 3a Problems Encountered by Personnel-Respondents in the Delivery of Jail Services**

Provisions for Basic Needs	Frequency	Percentage
Lack of balance diet for regular meals	11	50
Congestion of bedding inside cells	5	22.72
Lack of proper maintenance of cells and its surroundings	5	22.72
Health Services		
Unavailability of resident doctor/nurse	6	27.27
Scarcity of medicines	7	31.81
Illnesses are not immediately attended to	5	22.72
Livelihood Services		
Lack of skill screening to detainees	4	18.18
No profit-sharing among the detainees	8	36.36
Lack of closed supervision on detainees participation on workshop activities	4	18.18
Educational Services		
No screening for proper placement	7	31.81
No small group learning activities	4	18.18
Lack of proper supervision for possible promotion to the next higher level of learning	6	27.27
Sports and Recreation Services		
Lack of basic sports facilities	12	54.54
Less detainees' participation on sports and recreation activities for a healthy body	9	40.90
No recognition on detainees' good performances / achievements	6	27.27
Visitation Services		
No proper visitation schedule	7	31.81
Lack proper dissemination of visitation schedule	5	22.72
Crowded receiving area due to non-implementation of rules and regulations	8	36.36
Paralegal Services		
No provision of free legal assistance	7	31.81
No available legal assistance when requested	9	40.90
No privacy to counsel and detainee during meeting/ visit	5	22.72
Religious Services		
Limited time to join bible studies	8	36.36
Non-provision of a place to observe time of worship	9	40.90
Irregular celebration of the holy mass	10	45.45

Table 3a presents the problems encountered by the personnel-respondents in the delivery of jail services. It is revealed that there are 11 or a percentage of 50 observed on the "Lack of a balance diet for regular meals" along provision of basic needs, 7 or a percentage of 31.81 of the respondents have observed the "scarcity of medicines" inside the jail along health services, 8 or a percentage of 36.36 of the respondents have observed that "No profit-





sharing among the detainees” along livelihood services. In education services, there are 7 or a percentage of 31.81 of the respondents have observed that “no screening for proper placement” whereas in sports and recreation services, 12 or a percentage of 54.54 have felt the “lack of basic sports facilities” while in visitation services, there are 8 or a percentage of 36.36 of the respondents have observed the “crowded receiving area due to non-implementation of rules and regulations”. In paralegal services, 9 or a percentage of 40.90 have felt that “No available legal assistance when requested” extended to the detainees inside the jail while there are 10 or a percentage of 45.55 have felt the “irregular celebration of holy mass”. The data revealed that the problem most encountered by the respondents in terms of the efficient delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 12 or a percentage of 54.54 which imply that there is a need for bureau to provide these facilities in order to give chance for the detainees to develop and discover their talents and skills, for them to divert their attention so they will release boredom, for them to relax after participating in different scheduled works inside the jail and to develop camaraderie and sportsmanship among detainees.

**Table 3b Interventions to Improve the Delivery of Jail Services as Perceived by the  
Personnel**

Provisions for Basic Needs	Frequency	Percentage
Proper allocation of funds for the provision of basic needs	18	81.81
Provision of basic needs especially on foods and conducive place to stay	5	22.72
Health Services		
Provision of a resident medical personnel	12	54.54
Provision of enough medicines	9	40.90
Livelihood Services		
Provision of livelihood program suited for inmates	16	72.72
Creation of cooperative group among inmates	7	31.81
Educational Services		
Creation of a screening group for proper placement	9	40.90
Skills development shall be implemented	8	36.36
Sports and Recreation Services		
Provision of basic sports facilities	17	77.27
Sports activities must be a part of their routine	18	81.81
Visitation Services		
There must be a proper visitation schedule	11	50
There must be observance of inmate’s privacy	7	31.81
Paralegal Services		





Provision of free legal assistance	15	68.18
Availability of legal assistance when requested	10	45.45
Religious Services		
Provision of enough time to join religious activities	19	86.36
Provision of a place for the celebration of holy mass	16	72.72

Table 3b presents the interventions to improve the delivery of jail services as perceived by the bureau personnel. Most of the respondents have suggested that “Provision of enough time to join religious activities” with a frequency of 19 or a percentage of 72.22 followed by “Proper allocation of funds for the provision of basic needs” and “Sports activities must be a part of their routine” with a frequency of 18 or a percentage of 81.81 respectively. The data imply that these interventions are necessary in transforming the lives of the detainees, preparing them to be more self-reliant and productive rehabilitated individuals upon their reintegration into the community.

**Level of Efficiency of Personnel on the Delivery of Jail Services as Perceived by the Detainees along:**

**Provision of Basic Needs** - rated two items “Cleans cells and its surroundings” and “Controls the number of detainees staying in one cell” as “moderately efficient” whereas three items “Prepares balance diet for regular meals”, “Issues detainees’ uniforms” and “Assigns bedding inside cells” as “fairly efficient” with an overall weighted mean of 2.53 or “fairly efficient” which imply that the detainee-respondents rated the efficiency of personnel on the delivery of jail services along provision of basic needs as efficient.

**Health Services** - rated all the items as “fairly efficient” with an overall weighted mean of 2.35 or “fairly efficient” which imply that the detainee-respondents are observant on the manner the personnel perform their functions in the delivery of jail services along health services. Furthermore, the personnel have some lapses and weaknesses as BJMP personnel.

**Livelihood Services** - rated all the items as “fairly efficient” with an overall weighted mean of 2.36 or “fairly efficient” which imply that the detainee-respondents do not perform activities during their stay in the cell. Their potentials and skills are not developed and tapped so that somehow while in detention, they could earn meager income.

**Education Services** - rated all the items as “fairly efficient” with an overall weighted mean of 2.30 or “fairly efficient” which imply that BJMP personnel do not take the initiative of having reformatory approach by way of educating them on matters that would transform them to become better citizens of the society after they shall be released from detention.



**Sports and Recreation Services** - rated "Monitors and closely supervising detainees' participation on various sports and recreational activities" as "Moderately efficient" where most of the items as "fairly efficient" with an overall weighted mean of 2.36 or "fairly efficient" which imply that the detainee-respondents rated the efficiency of personnel on the delivery of jail services along sports and recreation services are weak. While in detention physical development is necessary to ease their pressure and boredom while in detention.

**Visitation Services** - An overall mean of 4.46 further indicates the rules and regulations, procedures are strictly followed very efficiently. In an interview with the detainees, it was mentioned that they are given the chance to see their families while in detention, and indication that BJMP personnel are very considerate and humane

**Paralegal Services** - an overall mean of 4.34 reflects that BJMP personnel performed paralegal services "very efficiently". This is giving lee-way for detainees to consult people who could give them pieces of advice concerning legal matters in relation to their cases.

**Religious Services** - It can be inferred that services as mandated by law should develop the totality of the detainees morally, physically, mentally and spiritually. This could be a way by which the detainees are given the chance to repent what they have committed and develop in them the "Fear in God" as the final judge in the destiny of mankind.

**Level of Efficiency of Personnel on the Delivery of Jail Services as Perceived by the Jail Personnel along:**

**Provision of Basic Needs** - personnel rated item number 4 "Cleans cells and its surroundings" as the highest with a weighted mean of 4.82 or "Very Efficient" which implies that respondents made sure that cells are clean including its surroundings".

**Health Services** - personnel rated items numbers 1 "Offers various health services inside jail premises" and 4 "Attends to illnesses immediately" as the highest with a weighted mean of 4.86 respectively or "Very Efficient" which imply that respondents deliver various health services and attend to illnesses immediately".

**Livelihood Services** - personnel rated item number 4 "Conducts closed supervision on detainees participation on workshop activities" as the highest with a weighted mean of 4.95 or "Very Efficient" which implies that respondents conducts closed supervision on detainees' participation on workshop activities".



**Education Services** - personnel rated items numbers 2 “Encourages detainees maximum participation on modular classes and the like” and 5 “Gives certificate of completion and like to encourage and motivate detainees” as the highest with a weighted mean of 4.86 respectively or “Very Efficient” which imply that respondents encourage detainees maximum participation on modular classes and the like and give certificate of completion and like to encourage and motivate detainees”.

**Sports and Recreation Services** - personnel rated item number 3 “Encourages detainees to observe a culture of camaraderie and sportsmanship”, number 4 “Monitors and closely supervising detainees’ participation on various sports and recreational activities” and number 5 “Gives recognition on detainees’ good performances / achievements” as the highest with a weighted mean of 4.95 respectively or “Very Efficient” which imply that respondents encourages detainees to observe a culture of camaraderie and sportsmanship, monitors and closely supervising detainees’ participation on various sports and recreational activities and gives recognition on detainees’ good performances / achievements”.

**Visitation Services** - personnel rated item number 4 “Implements strictly visitation schedule” and item number 5 “Implements strictly visitation rules and regulations” as the highest with a weighted mean of 4.95 respectively or “Very Efficient” which imply that respondents implements strictly visitation schedule, rules and regulations”.

**Paralegal Services** - personnel rated item number 5 “Gives privacy to counsel and detainee during meeting/ visit” as the highest with a weighted mean of 4.91 or “Very Efficient” which implies that respondents gives privacy to counsel and detainee during meeting/ visit”.

**Religious Services** - personnel rated item number 1 “Allows detainees to worship their creator” , item number 2 “Gives enough time to join bible studies” and item number 3 “Provides a place to observe time of worship” as the highest with a weighted mean of 4.95 or “Very Efficient” which imply that respondents allow detainees to worship their creator, given enough time to join bible studies and provide a place to observe time of worship”.

**T-Test Analysis on Difference on the Perception of the Two Groups of Respondents on the Level of Efficiency of the BJMP Personnel on the Delivery of Jail Services** - The t-value of 20.58 shows that there exists highly significant difference in their perceptions. This implies that their perception of the detainees is not in conformity with what the personnel who reflected their efficiency very high.



**Relationship between the Level of Satisfaction and Profile Variables** - Correlation regression indicates that all profile variables are not significantly related with their perception on the level of satisfaction in the delivery of jail services by the BJMP personnel except the crime committed which significantly related to their perception – the provision of basic needs. It can be deduced from the findings that detainees with different crimes committed may not be treated equally as compared with other detainees who are detained of light to moderate offenses.

**Problems Encountered by the Detainee-Respondents in the Delivery of Jail Services** - the problem most encountered by the respondents in terms of the delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 57 or a percentage of 63.33 which imply that they need to be provided with these facilities in order to have some activities during their athletics time to release boredom, to develop a healthy body and develop sportsmanship and camaraderie among themselves.

**Problems Encountered by Personnel-Respondents in the Delivery of Jail Services** - the problem most encountered by the respondents in terms of the efficient delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 12 or a percentage of 54.54 which imply that there is a need for bureau to provide these facilities in order to give chance for the detainees to develop and discover their talents and skills, for them to divert their attention so they will release boredom, for them to relax after participating in different scheduled works inside the jail and to develop camaraderie and sportsmanship among detainees.

**Interventions to Improve the Delivery of Jail Services as Perceived by Detainees** - Most of the respondents have suggested that “Provision of basic sports facilities” with a frequency of 68 or a percentage of 75.55 followed by “Provision of free legal assistance” with a frequency of 65 or a percentage of 72.22 and on the “Proper allocation of funds for the provision of basic needs” with a frequency of 56 or a percentage of 62.22. The data imply that these items shall be given immediate and serious attention in order to improve the delivery of jail services without sacrificing the welfare of the detainees whom the bureau consider as productive and rehabilitated citizens after their release from jail.

**Interventions to Improve the Delivery of Jail Services as Perceived by the Personnel** - Most of the respondents have suggested that “Provision of enough time to join religious activities”



with a frequency of 19 or a percentage of 72.22 followed by “Proper allocation of funds for the provision of basic needs” and “Sports activities must be a part of their routine” with a frequency of 18 or a percentage of 81.81 respectively. The data imply that these interventions are necessary in transforming the lives of the detainees, preparing them to be more self-reliant and productive rehabilitated individuals upon their reintegration into the community.

## **CONCLUSION**

Based from the findings of the study, it can be concluded that the moderate satisfaction of detainees on the jail services manifest proper implementation of the jail services in conformity with rules and regulations as mandated in the BJMP manual and have some lapses and weaknesses for efficient implementation of the jail services.

## **RECOMMENDATION**

In the light of the foregoing findings, the researcher has the following recommendations to offer:

1. Provision of a more spacious detention facility;
2. Strict implementation of the rules and regulations in the jail;
3. Government must give appropriate attention into the welfare of prisoners especially their basic needs and needed sports facilities; and
4. Dedicated employees of the five pillars of the criminal justice system must be employed in order to help offenders achieve justice.
5. Providing job opportunities to all rehabilitated offenders must be provided in order to minimize the possibility of committing the same offense after incarceration.
6. BJMP personnel should be more efficient in areas where they are rated “fairly efficient”.

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